

STANDARDS AND PROCEDURES			ARIZONA DEPARTMENT OF ADMINISTRATION	IT DIVISIONS (ISD & ITSD)
Section:	06	Title:	Information Security	
Sub Section:	05	Title:	Communications	
Document:	01	Title:	Internet	

## 1. STANDARD

ADOA/ISD and the customers it supports will use the resources provided through the Internet to move or gain information when proper protections are observed and proper resource usage is maintained.

### 1.1. Summary of Standard Changes

### 1.2. Purpose

The purpose of this standard is to provide guidelines to employees with Internet access.

### 1.3. Scope

The standard applies to all employees using state computing resources to access and utilize Internet resources.

### 1.4. Responsibilities

Internet User - Will comply with all agency and statewide policies as they apply to Internet usage.

### 1.5. Definitions and Abbreviations

### 1.6. Description of Standard

This standard provides necessary rules consistent with our Information Sharing Agreements and State Statues in the areas of information movement, protection, resource usage, public representations, access control, and reporting of incidents having security implications.

### 1.7. Implications

Even though ADOA encourages the use of the Internet in the exploration of new and better ways to do business, the employee must follow guidelines for the protection and use of State assets. Users should be aware that monitoring Internet use can be accomplished without the user's consent, and may occur without prior notice.

### 1.8. References

### 1.9. Attachments

## 2. INFORMATION MOVEMENT PROCEDURES

### 2.1. Summary of Procedure Changes

### 2.2. Procedure Details

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- 2.2.1. All software downloaded from non-ADOA sources via the Internet is screened with virus detection software prior to being invoked.
- 2.2.2. No material (software, internal memos, etc.) is placed on any publicly accessible Internet computer supporting anonymous File Transfer Protocol. or similar services.
- 2.2.3. There is no exchange of information inconsistent with ADOA's business such as pirated software, purloined passwords, inappropriate written or graphic material, etc.

## **2.3. References**

## **2.4. Attachments**

# **3. INFORMATION PROTECTION PROCEDURES**

## **3.1. Summary of Procedure Changes**

## **3.2. Procedure Details**

- 3.2.1. ADOA confidential or private information is not sent over the Internet unless it has first been encrypted by ISS approved methods.
- 3.2.2. Written agreements with third parties specifying terms of exchange and ways in which software and/or information is to be handled and protected, are executed before information is exchanged.
- 3.2.3. Participation in off-hour activities (pirate software bulletin boards, etc.) which represent a conflict of interest with ADOA work is prohibited.
- 3.2.4. Internet usage will be monitored as needed to ensure proper usage of state resources.
- 3.2.5. All copyrighted information used on Web-sites must be clearly identified as such.
- 3.2.6. All Internet E-mail usage will be considered not secure and will follow all standards stated in Section 6 - ISD Security, Sub-Section 5 - Communications, Document 5 - E-mail).
- 3.2.7. Downloading of information will meet misuse restrictions, and any suspicions of virus infections reported to ISD Security immediately.

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3.2.8. E-mail records retention will meet the same standards stated in Section 6 - ISD Security, Sub-Section 5 - Communications, Document 5 E-mail) and ARS 41-1347, 41-1350, and 39-121.01 (B).

### **3.3. References**

### **3.4. Attachments**

## **4. RESOURCE USAGE PROCEDURES**

### **4.1. Summary of Procedure Changes**

### **4.2. Procedure Details**

4.2.1. The Internet is used to explore information recourses for better ways of doing business at ADOA/ISD.

4.2.2. Use of the Internet for personal purposes (non-business activities) is not conducted on department time.

4.2.3. When user affiliation is requested for various Internet resources, ADOA/ISD personnel will clearly indicate that the opinions expressed are their own and not necessarily those of ADOA or the state of Arizona.

4.2.4. Personnel do not publicly disclose internal ADOA information via the Internet that may adversely affect ADOA's client relations or public image unless approved by the ADOA Public Information Officer.

### **4.3. References**

### **4.4. Attachments**

## **5. ACCESS PROCEDURES**

### **5.1. Summary of Procedure Changes**

### **5.2. Procedure Details**

5.2.1. To gain Internet access an employee must read and sign all applicable forms before access is granted (Employee Internet Access Agreement Form, Employee Internet Access Justification Form).

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5.2.2. Users wishing to establish connection from the outside with ADOA computers via the Internet first will authenticate themselves at a firewall before access to ADOA's internal network is granted.

5.2.3. Employees do not establish Internet or other external network connections that could allow non-ADAO users to gain access to ADOA systems and information.

### 5.3. References

Employee Internet Access Justification Form

### 5.4. Attachments

Employee Internet Access Agreement

## 6. SECURITY PROBLEM REPORTING PROCEDURES

### 6.1. Summary of Procedure Changes

### 6.2. Procedure Details

6.2.1. Employees will immediately notify ADOA/ISD/ISS when any of the following events occur:

6.2.1.1. Sensitive ADOA information is lost or disclosed to unauthorized parties.

6.2.1.2. There is unauthorized use of any of ADOA's information systems.

6.2.1.3. Passwords or other system access control mechanisms are lost, stolen, or disclosed to an unauthorized person.

6.2.2. Personnel with access to the Internet will not test or probe security mechanisms at either ADOA or other Internet sites unless they have first obtained permission from the ADOA/ISD/ISS.

### 6.3. References

### 6.4. Attachments

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(Sample)

## INTERNET USE POLICY

### CONSENT FORM

I, \_\_\_\_\_, have read and understand the Internet Use Policy for \_\_\_\_\_(Agency Name)\_\_\_\_\_. I agree to comply with all terms and conditions of this policy.

I understand and agree that all network and information systems activity, conducted with state/agency resources, is the property of the \_\_\_\_\_(Agency Name)\_\_\_\_\_ and the State of Arizona.

I understand that \_\_\_\_\_(Agency Name)\_\_\_\_\_ reserves the right to monitor and log all network activity, including E-mail, with or without notice. I have no expectation of privacy in the use of these resources.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

### LIABILITY

\_\_\_\_\_ (Agency Name)\_\_\_\_\_ makes no warrantee of any kind, whether express or implied, for the use of the Internet system or electronic information resources. Additionally, \_\_\_\_\_ (Agency Name)\_\_\_\_\_ is not responsible for any damages, whatsoever, that employees may suffer arising from or are related to use of the Internet or electronic information resources.